CCS ACCOUNT POLICY

The objective of Dalas Family Day Care scheme is to provide high quality educational and care for all families while providing a clear understanding and accountability to ensure all financial business outcomes and goals are met to ensure financial viability.

The FDC Service will provide guidelines and procedures regarding the management of accounts and payment of fees including the administration of Child Care Subsidy (CCS) to family accounts in accordance with the Family Assistance Law.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Child Care Subsidy Minister's Rules 2017
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

CCS Data Security Policy CCS Governance Policy CCS Notifications Policy CCS Personnel Policy Cyber Safety Policy Enrolment Policy	Fraud Prevention Policy Governance Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Termination of Enrolment Policy

PURPOSE

The purpose of this policy is to ensure all families, FDC staff and FDC educators are aware of their rights and responsibilities regarding the management of accounts for the provision of childcare at our Service. This policy is to be used in conjunction with our *Payment of Fees Policy*.

SCOPE

This policy applies to children, families, FDC educators, staff, management and visitors of the Service.

IMPLEMENTATION

Our *CCS Account Policy* is to be used in conjunction with our *Payment of Fees Policy* to ensure a clear understanding of how accounts and payments are administered by our FDC Service.

We are committed to comply with the legislative obligations to maintain financial integrity, data management and privacy requirements contained in Family Assistance Law, National Law and National Regulations. We have effective systems in place to ensure payments and childcare funding is administered appropriately. Our FDC Service and educators ensure the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.
Dalas Family Day Care acknowledges that approved educators operate in a contractual arrangement with our Service and provide a fee schedule to families upon enrolment.

Account holders

Upon enrolment, the Service, FDC educator and family will identify the individual person responsible for the payment of the childcare fees. In many cases this will be a parent of the child, however it may be an agency or another adult who is legally responsible for the care and wellbeing of the child who has arranged to be liable for the payment of childcare fees. The nominated account holder will be legally responsible for ensuring the payment of fees.

Each child will have an enrolment record set up which records attendance, payments and identification details of each child. An appropriate enrolment type will be created dependent on the enrolment required.

- CWA Enrolment - Complying Written Arrangement – For families wishing to claim Child Care Subsidy (CCS) as a fee reduction

- RA Enrolment - Relevant Arrangement – For families who do not wish to claim CCS as a fee reduction. No CCS claimed
- OA Enrolment - Arrangement with an organisation (third party) – For families where an organisation is liable for fees, example an employer. No CCS claimed
- ACCS Enrolment - Additional Child Care Subsidy (child wellbeing) –provider eligible arrangement

Families will be advised of the CCS system and encouraged to apply for CCS if applicable through Centrelink. For families wishing to claim CCS as a fee reduction, it will be determined upon the time of enrolment which individual is responsible for claiming CCS or ACCS for each child.

EDUCATOR'S OWN CHILDREN AND RELATIVES

The Childcare Provider Handbook outlines rules regarding care being provided for educator's and educator Partners own child or children and children of relatives including nieces, nephews, cousins and grandchildren (including great grandchildren).

- Dalas Family Day Care will ensure that more than 50% of the children cared for by an educator during the fortnight are not related to the educator or the educator's partner as a niece, nephew, cousin, grandchild, or great-grandchild.
- Educators and Families are required to provide information for the relative children upon enrolment
- Educators must ensure care provided to children of a relative is less than 50% of children cared for across the fortnight.
- Educators will be required to sign acknowledgement of this ruling and confirm they will agree to notify the FDC Service of any changes to children's hours of care which may impact this ruling.
- Educators are required to submit timesheets each week highlighting session hours for children of relatives.

Supported information for educators: https://www.education.gov.au/early-childhood/provider-obligations/compliance-video-series/caring-relatives-less-50-rule

Educators are unable to claim CCS or ACCS for their own children or siblings.
All children who are relatives to the educator/Eeducator partner, as well as the educator/educator partner's own children or siblings included in the ratio, will be recorded in the CCS Register

Supported information for educators: https://www.education.gov.au/early-childhood/provider-obligations/compliance-video-series/entitlement-ccs-or-accs-when-caring-own-children-or-siblings

Child Swopping

Educators are not entitled to CCS or ACCS if using FDC for their own child on a day they are providing care, unless any of the following exemptions have been met:

- the child has been diagnosed as having a medical condition listed in Schedule 1 or 2 of the Minister's Rules, documentary evidence of the diagnosis is provided to the provider, and the diagnosis was obtained within 24 months of providing the documentary evidence (unless the diagnosis is permanent)
- the service is receiving Inclusion Support Program assistance (see Appendix F) as part of providing care to the child and the child is undergoing assessment for disability, and documentary evidence has been provided to the provider
- the child lives in an area defined as being remote or very remote and documentary evidence has been provided to the provider
- the parent has provided documentary evidence to the provider that, at the usual time care is provided to the child, they were either
    - working (other than for an approved Family Day Care service) for at least two hours a day in paid work
    - enrolled in a course of study leading to a Certificate III level or above qualification and engaged in scheduled activities as part of that course while the child is in care

If an exemption has been determined, the FDC Service must ensure a register is kept if an educator's child has been cared for by another FDC educator (including educators who are engaged at another FDC Service).

The register must contain details of:

- the name of the Family Day Care educator and their or their partner's child care personnel ID
- the name of the individual who would otherwise be eligible for Child Care Subsidy for the session of care (usually the Family Day Care educator, but it could be the Family Day Care educator's partner)
- the name of the child and his or her Customer Reference Number
- any unique identifier assigned by the department to the enrolment of the child for care by the service
- the name of the child care service at which the session of care was provided to the child

- the exceptions that apply
- documentation of evidence regarding the exception that applies
- the session of care related to the exception

This register and related documentation must be kept for 7 years. This ruling does not apply to Centre-Based Day Care or Outside School Hours Care educators.

Fees and Charges

Families will be

- advised of fees and charges upon enrolment
- notified of any changes to fees or charges in writing with 2 weeks' notice
- made aware that fees for attendance will be payable for all absences and non-attendance.
- are required to pay the FDC service the difference between the fee charged and the subsidy amount- the 'gap' amount
- advised 'Gap Fees' must be paid via Electronic Funds Transfer (EFT) (effective 02 July 2023).

In connection with Dalas Family Day Care Policy, educators will receive guidance emphasizing their responsibility to comply with the Family Assistance Law and the A New Tax System (Family Assistance) (Administration) Act 1999 when establishing fees. It is imperative that educators adhere to the following guidelines:

- Fee Setting Based on Service Provider Recommendations: Educators should establish their fees in accordance with recommendations provided by the Service Provider.
- Fair Charging Practices: Educators must ensure that individuals eligible for Additional Child Care Subsidy (ACCS) or those receiving a prescribed payment are not charged more than the standard Child Care Subsidy (CCS) hourly session fee.
- Accurate Attendance Records: Maintain precise and up-to-date attendance records for all children under care.
- Timely Submission of Timesheets: Submit timesheets promptly and accurately, adhering to the designated timelines.

See more in "Payment of Fee Policy".

Notice of termination of enrolment

Families are:

- to provide two weeks written notice of their intention to withdraw a child from the service

- responsible for ensuring the account is paid until the last day of enrolment
- made aware that changes to CCS entitlements can occur after the enrolment has ended
- if the child absent at last day the parents will require to pay full fee
- CCS Enrolment will be ended once all sessions are submitted and payments are completed

Families and any 3rd Party Billings are aware they are responsible for all fees payable including any changes to the gap fee after an enrolment has ended.

See more in Termination of Enrolment Policy

Privacy of account

Dalas Family Day Care Service will

- ensure privacy and confidentiality is maintained at all times regarding enrolments and accounts
- ensure our enrolments and accounts are recorded via Harmony Web. Access to this software will be provided to nominated staff/ educators by the approved provider.
- ensure each staff member and educator who has authorised access to Harmony will be provided an individual log in username and separate password. Staff are reminded to not share usernames and passwords.
- not share information relating to enrolments and accounts without authorisation from the account holder.

Please refer to the *Privacy and Confidentiality Pol*icy for further information

Invoices and Statements

- Dalas will issue invoices to parents on a fortnightly basis after submission of the timesheets and finalize billing period
- The payment term of the invoices is 2 weeks
- Invoices and Statements will be issued via email to the account holder nominated who has entered an agreement to be liable for childcare fees through our FDC Service
- Parents are required to pay through EFT payment accepted by our service:
  - direct deposit or bank transfer, including PayID
  - online payment systems through third party software (Pay Now)
- Families will be encouraged to log into Harmony Parent Portal to view accounts relating to their enrolment at the FDC service including fee information, payments and charges.
- A dated receipt will be provided for each payment via email to the account holder
- All payments will be entered into Harmony on a regular basis.

- Records of invoices and statements will be made available to families upon request or through the Harmony Parent Portal
- The FDC Service will ensure copies of invoices and statements are available and suitably archived as part of the *Record Keeping and Retention Policy.*
- Families will be issued with a *Statement of Entitlement* on a fortnightly basis in accordance with the fee payment and Regulatory requirements.
- The Statement of Entitlement will include details of the sessions of care provided and the resulting fee reduction amounts.

What's included on a Statement

The Statement of Entitlement is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.

Statement Details

- Name of the individual to whom the statement is issued
- Name of the child to whom any sessions of care were provided
- Unique identifier (assigned by the Department of Education Skills and Employment- (DESE) to the enrolment of the child for care by the service
- Date of issue and start and end dates of the statement period

Service Details

- Name of the provider
- Name of FDC educator
- Any business name of the service registered with the Australian Securities and Investments Commission
- Australian Business Number (if any) of the provider the Australian Business Number under which the educator trades
- Unique identifier of service and the provider (assigned by the DESE).
- For a Family Day Care or In-Home Care provider
    - the name and unique identifier (assigned by the DESE) of each educator who provided care during the statement period which sessions of care the educator provided

Information regarding Sessions of Care

- Daily and weekly totals of the number of hours of care provided during the statement period, including start and end times for each session of care
- Daily and weekly totals of the number of hours of the child's physical attendance during the statement period, including start and end times of the child's physical attendance
- For the statement period and cumulatively for the financial year until the date of issue of the statement—the sum of:
  - the number of days on which the service is taken to have provided a session of care to the child while the child was absent (up to 42 days in the financial year) (that is an initial absence day)
  - the number of days on which the service is taken to have provided a session of care to the child, beyond 42 cumulative days in the financial year and particular circumstances apply (that is an additional absence day).

Fee information

- Hourly session fee for each session of care provided by each FDC educator to the child in the statement period.
- Daily and weekly totals of the amount of all fees charged by each FDC educator for care provided during the statement period, including details about any discounting or refund applied in order to pass on fee reductions.

CCS payment information

For the statement period

- the number of hours for which the fees were reduced (or for which the individual otherwise received the benefit of a fee reduction amount)
- the total of the fee reduction amounts of which the provider was given notice by the Department of Education Skills and Employment
- a breakdown of the amounts of fee reduction for each session of care and whether it related to a payment of Child Care Subsidy or Additional Child Care Subsidy.

Attendance records

Session reports are required to record actual attendance in and out times (except for absences).

Third Party Payments

Parents are generally liable to pay the co-contribution for childcare fees. Only state and territory governments (and their agencies) can contribute to the cost, in part of full, of childcare fees for families.

Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied.

Our FDC Service and FDC educator will record all documentation regarding any third-party payments.

Invoices and Statements will be emailed to the nominated 3rd Party Billing agency/employer/charity as arranged with the family.

Review of accounts

Accounts will be reviewed on a weekly/monthly basis and the debt recovery procedure initiated if payments have not been made towards childcare fees according to the *Payment of Fees Policy.*

Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of accounts and Child Care Subsidy should speak with their FDC educator in the first instance. The FDC educator will follow the steps as outlined in the *Dealing with Complaints Policy*, including advising the Approved Provider at the FDC Scheme in the first instance. The Approved Provider will follow the steps as outlined in the dealing with *Dealing with Complaints Policy*, including advising the FDC Service/ Approved Provider of all grievances or complaints.

Families can raise concerns regarding management of the Child Care Subsidy to the dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@dese.gov.au

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education Child Care Provider Handbook
https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook

Australian Government Department of Education, Skills and Employment *Early Childhood and Care*
https://www.dese.gov.au/early-childhood

Education and Care Services National Law Act 2010. (Amended 2018).
Education and Care Services National Regulations. (2011).
Guide to the National Quality Framework. (2017). (Amended 2020).
Revised National Quality Standard (2018).

REVIEW

<table>
<tr><td>POLICY REVIEWED BY</td><td>Shamsa Hassan</td><td>DATE</td><td>July, 2023</td><td>Next review date:</td><td>July, 2024</td></tr>
<tr><td>MODIFICATIONS</td><td colspan="3">ADDED EFT Payment</td><td colspan="2"></td></tr>
<tr><td>POLICY REVIEWED</td><td colspan="3">PREVIOUS MODIFICATIONS</td><td colspan="2">NEXT REVIEW DATE</td></tr>
<tr><td>September 2022</td><td colspan="3">• new policy drafted for FDC Services
• Policy purchased rom Child care desktop
• Update of Department name from Department of Education, Skills, and Employment to Department of Education
• policy maintenance
• minor formatting edits within text
• hyperlinks checked and repaired as required</td><td colspan="2">October 2023</td></tr>
<tr><td>JANUARY 2022</td><td colspan="3">• additional information re: educators providing care for own children or relatives (CCS, ACCS)
•</td><td colspan="2">MAY 2022</td></tr>
<tr><td>AUGUST 2021</td><td colspan="3">• New policy drafted for the service</td><td colspan="2">MAY 2022</td></tr>
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